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No. 19 October 1988 Oppenheimer Software

This is the nineteenth edition of the Periodic Electronic Newsletter (PEN) for MCI Mail users assigned to Oppenheimer Software (MCI Mail agency NY4). You may respond to the PEN by typing ANSWER at the COMMAND: line that appears after you read this. This mailbox (218-0241) is toll free - you may write to it as often as you wish, at no charge! (Please note that you may order a toll free mail box - contact Oppenheimer Software for more information.)

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Editors Note
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The PEN newsletter is normally published every 6 to 8 weeks. This edition of the PEN was due out a few weeks ago. We decided to hold up the PEN until FAX DISPATCH was ready for its public introduction. This issue of the PEN contains the most complete writeup available on FAX DISPATCH. We hope you find it helpful.

>>>>>>>>>>>>>>>>>>>>
NEED ANOTHER MAILBOX?
>>>>>>>>>>>>>>>>>>>>

Need another mailbox or account on MCI Mail? A SCRIPT called NEWUSER is available to allow you to register new mailboxes or accounts on MCI Mail, or provide referral information for others needing information. To use this feature, at the
Command: prompt,

(if you are a BASIC user, type)
CREATE USING <RETURN>
NEWUSER <RETURN>

(if you are an ADVANCED user, type)
CREATE USING NEWUSER <RETURN>

Answer all questions, and follow the instructions at the end of the Script. You will be notified as soon as the new mailbox/account is active.

Note...
If you access MCI Mail via Lotus Express, Desktop Express or any of MCI Mail's LINK products, you will need to access MCI Mail via the interactive "terminal" mode.

>>>>>>>>>>>>>>>>>>>>>>>>
PRODUCT INFORMATION FORUM
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Businesses in the know sponsor lunch time vendor forums. These meetings provide an opportunity for the area managers to become familiar with new services and products in an casual setting without taking time off to visit trade shows. Managers and employees get a chance to learn about cost saving technologies used in other areas of the company through informal discussions, and question and answer periods.

If you would like to have an MCI Mail representative come to one of your forums, please message us at mailbox 218-0241.

>>>>>>>>>>>>>>>>>>>>
FAX DISPATCH OVERVIEW
>>>>>>>>>>>>>>>>>>>>

Facsimile (fak-sim'-uh-lee)
    Facsimile, in communications, refers to the process of transmitting exact copies of written, printed, and pictorial material over conventional telephone lines.
(Adapted from Amer. Encyclopedia, available on Dow Jones News Retrieval //ENCYC)

Just 3 days after celebrating its 5th birthday, MCI Mail introduced a new addition to the family of MCI Mail services: FAX DISPATCH capable of sending text messages to Group 3 fax devices located worldwide.

There are 4.2 million Group 3 fax machines located worldwide, including one million in the U.S. With Fax Dispatch, you can send a message directly from your own terminal to a fax machine. Now, there is no need to worry about traffic jams at the fax machine or the need to retransmit fax messages, or to waste time feeding paper into a fax machine one page at a time. Fax Dispatch puts you in control, without ever leaving your desk. You can add fax addresses to your list of electronic mail, telex, postal, and overnight recipients. Communications has never been easier.

Fax Dispatch offers the following features:

- Outbound delivery of text messages to Group 3 fax terminals located worldwide
- Abbreviated Addressing
- List Storage
- Broadcasting
- Automatic Message Verifications and Cancellations
- Electronically generated cover pages with information about the sender, the recipient and the message. Only the primary recipient's name appears on the cover page. The entire distribution list will not be printed on the cover page.
- Variable Retry. MCI Mail will automatically attempt to deliver messages for 4 hours. Or you may select a period of time (between one half (.5) and 12 hours) during which which MCI will attempt to deliver your fax message.

>>>>>>>>>>>>>>>>>>>>
SENDING A FAX ON-LINE
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One of the special features of the MCI Mail system is that the same message can be sent by a variety of delivery options, such as electronic mail, telex and paper mail. Sending a fax is a very simple process. At the Command: prompt, type CREATE as usual.

When the system displays TO:, type the recipient's name followed by "(EMS)". For example,

To: Bill Smith (EMS)

When the system displays EMS:, type the word "FAX". For example,

EMS: FAX

When he system displays MBX:, type the word "PHONE:" followed by the fax phone number. For example,

MBX: PHONE: 212-333-4444

Notes:

>The phone number should contain only digits, hyphens (-) and spaces.
>The area code (for US and Canada) is ALWAYS required.
>To send messages to fax devices overseas, type 011, the appropriate country and city codes, and destination phone number (011-41-031-229401).
>Users located all over the world should follow these instructions. The same format applies to users located within and outside the continental United States

MCI will normally attempt to deliver your fax message for 4 hours. You may override this default, choosing a retry period between .5 and 12 hours, in half hour increments. When the system displays MBX: again, you may optionally enter the word "RETRY" followed by a retry value. For example,

MBX: RETRY 4.5

Finally, when MBX: is displayed again, just press <RETURN>.

If you wish to send the same message to another fax recipient, repeat these steps. You may add names at the TO: prompt, each with its own fax number it its MBX: section.

A full example follows:

```
---------------------------------------------------------------------------
Command: CREATE
TO:       Bill Smith (EMS)

Enter name of mail system.
EMS:      FAX
    EMS    354-8235 FAX                        Fax Dispatch    MCI Mail

Enter recipient's mailbox information.
MBX:      Phone:212-333-4444
If additional mailbox lines are not needed press RETURN.

MBX:      Retry 5.5
MBX:

TO:       Bill Smith
          EMS: FAX / MCI ID: 354-8235
          MBX: Phone:212-333-4444
          MBX: Retry 5.5

Is this address correct (Yes or No)? YES
TO:
---------------------------------------------------------------------------
```

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
SENDING A FAX FROM LOTUS EXPRESS
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For Lotus Express users a similar procedure is followed by choosing REMS as the delivery option. For example, to send a fax from Lotus Express, use the following procedure:

{ALT} {SHIFT} R	Brings up Reader
{F10} C	To Compose a message
{F9}R	To choose REMS as delivery mode

The following display is then filled in according to the guidelines above:

Displayed	You Enter
To:	Bill Smith
EMS:	FAX
mbx:	Phone:212-333-4444
mbx:	Retry: .5 {optional}
mbx:	<RETURN>
mbx:	<RETURN>
Receipt Alert: Charge:	
Options:	<RETURN>

Remember that ATTACHED files can not be sent for fax delivery.

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
SENDING A FAX FROM DESKTOP EXPRESS
>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>

Mac users working on Desktop Express use a similar procedure is followed by choosing EMS as the delivery option. For example, to send a fax from Desktop Express, use the following procedure:

1. Choose CREATE MEMO and enter the message. CREATE PACKAGE won't work.
2. Double click Address
3. Click EMS on the via: line

The following display is then filled in according to the guidelines above:

Displayed	You Enter
Name:	Bill Smith
EMS:	FAX
Mailbox:	Phone:212-333-4444
Mailbox:	Retry: .5 {optional}

Click "OK" to continue.

>>>>>>>>>>>>
FAX RECEIPTS
>>>>>>>>>>>>

With MCI Mail, you do not have to wonder if your fax message was delivered. After a fax message is successfully transmitted, MCI Mail sends you a confirmation notice that indicates the recipient's name and fax number, the time you posted the message, the time the message was delivered, and the length of the message.

SAMPLE MESSAGE CONFIRMATION

Date: Thu Sep 22, 1988 3:59 pm EST
From: MCI Mail Fax Service
EMS: FAX / MCI ID: 369-1078
MBX: POSTMASTER

TO: Sally G. Bloomberg / MCI ID: 289-0094
Subject: RECPT: Test of Confirmation

Your fax message

To:	Sally Bloomberg
Destination Fax:	202-463-3345
Date/Time Sent:	Thu Sep 22, 1988, 12:17 pm EDT
Message ID:	80880922161708/0002890094NA1EM

was delivered.

Date/Time Delivered:	Thu Sep 22, 1988 2:29 pm EDT
Number of Pages	2 Page(s) (excluding cover page)

>>>>>>>>>>>>>>>>
FAX CANCELLATION
>>>>>>>>>>>>>>>>
If the message cannot be delivered, MCI Mail sends a notice to your mailbox that provides an explanation for the message cancellation.

SAMPLE MESSAGE CANCELLATION

Date: Thu Sep 22, 1988 3:59 pm EST
From: MCI Mail Fax Service
EMS: FAX / MCI ID: 369-1078
MBX: POSTMASTER

TO: Sally G. Bloomberg / MCI ID: 289-0094
Subject: CANCEL: Testing a Cancellation

Your fax message

To:	Sally Bloomberg
Destination Fax:	202-293-4255
Date/Time Sent:	Thu Sep 22, 1988, 12:19 pm EDT
Message ID:	01880922161910/0002890094NA1EM

was not delivered.

Date/Time Cancelled:	Thu Sep 22, 1988 2:28 pm EDT
Cancellation Code:	0022 - Invalid Address

For assistance type HELP FAX CANCEL or call MCI Mail Customer Support at 800-444-6245. In Washington, DC, call 202-833-8484. Please retain the information included on this notice, if you plan to contact MCI Mail

Customer Support regarding this cancellation.

It is possible that the message was undeliverable for other reasons during the retry period. The cancellation code provided refers to the error message that was received during the final delivery attempt. For example, the line may have been busy for the first several attempts and there was a paper jam during the final attempt. The error message will state that the message was not delivered because of a paper jam. The cancellation codes are:

Disconnected During Transmission
: The receiving fax device was disconnected during message transmission, you may resend the message to the same or an alternate fax number.

Document Too Long
: The fax message exceeds the maximum length that can be processed. You may divide the document into sections not exceeding 50 pages and resend it.

Failed Connection
: A connection to the receiving terminal could not be established. You may resend the message to the same or an alternate fax address.

Format Error
: Due to an input error in the text or the message envelope, MCI Mail was unable to format the message for transmission. Please verify format before resending the message.

Graphics Unavailable
: Graphics are not transmittable via MCI Mail. You may edit your message and resend the document.

Group I Incompatible
: The receiving fax device is a Group 1 equipment type. MCI Mail only supports fax message delivery to Group 3 equipment. You may designate an alternate address.

Group II Incompatible
: The receiving fax device is a Group 2 equipment type. MCI Mail only supports fax message delivery to Group 3 equipment. You may designate an alternate address.

Invalid Address
: The Fax address you provided contained insufficient, incorrect or invalid characters. Verify the fax number before resending the message.

Line Busy
: The receiving fax device is communicating with another fax machine. You may resend your message to the same or an alternate delivery address.

Paper Jam/Out of Paper
: The message could not be delivered because the receiving fax terminal is out of paper or the paper supply is jammed. You may contact the recipient or resend your message later.

Poor Connection

MCI Mail established a connection with the receiving fax device, but due to poor line quality between MCI Mail and the receiving fax device, your message was cancelled. If necessary, our equipment will downspeed automatically in an effort to establish a clean connection. Despite attempts to downspeed, a clean connection can not be established. You may resend the message to the same or an alternate fax number.

Poor Page Quality

The fax message received was of poor quality due to a poor connection with the receiving fax device. You may resend the message to the same or an alternate fax number.

Ring No Answer

The receiving fax device is disconnected or out of service. You may contact the recipient or designate on alternate address.

Voice Answered

The fax address you provided was answered by a (human) voice signal. Please verify the fax number before resending the message.

>>>>>>>>>>>>>>>>>>>
FAX DISPATCH PRICING
>>>>>>>>>>>>>>>>>>>

Fax messages are priced according to destination and length. The message price is computed based on the number of half pages. A half page is defined as 28 lines of up to 80 characters each. MCI Mail does not charge for cover pages, confirmation and cancellation notices.

Fax messages sent from domestic or foreign locations to the continental U.S. are:

$.60 for the first 1/2 page
$.40 for each additional 1/2 page

Fax messages to Alaska and Hawaii are:

$.80 for the first 1/2 page
$.50 for each additional 1/2 page

The rate chart below identifies the rates for all international locations. The chart indicates the rate for first half page, and the rate for each additional half page. In addition, the country codes are provided to help you address your fax messages.

Note: When sending messages to U.S., Canada, parts of Mexico and selected Caribbean destinations you should type the area code (designated below as "AC"), instead of a country code. When you see "AC809" you should simply type 809 + the local phone number. When the country code specifies "AC" you must provide the appropriate area code, rather than an international country code. To send messages to destinations that require area codes you should not type the international code 011. For example, to send a fax message to the Bahamas, at the MBX prompt type PHONE:809 + your recipient's local phone number. Incorrect addressing format will result in message cancellation.

Below is a partial listing of countries that can receive FAX DISPATCH. A complete list is available on request, or by typing HELP FAX PRICES on-line.

COUNTRY	COUNTRY CODE	RATES in U.S. $	
		First Half Page ($)	Additional Half Pages
Argentine Republic	54	3.00	1.00
Australia	61	4.00	1.10
Austria	43	2.30	1.00
Bahamas	AC809	1.90	0.90
Bahrain	973	4.00	1.10
Belgium	32	2.30	1.00
Bermuda	AC809	1.90	0.90
Brazil	55	3.00	1.00
Canada	AC	0.90	0.65
Chile	56	3.00	1.00
China, People's Rep.	86	6.15	1.35
China, Rep. of (Taiwan)	886	4.40	1.30
Colombia	057	3.00	1.00
Costa Rica	506	2.85	1.05
Cyprus	357	2.55	1.05
Denmark	45	2.30	1.00
Egypt, Arab Rep.	20	3.65	1.15
Finland	358	2.55	1.05
France	33	2.30	1.00
German Dem. Rep. (East)	37	2.55	1.05
Germany Fed Rep. (West)	49	2.30	1.00
Greece	30	2.55	1.05
Holland (Netherlands)	31	2.30	1.00
Hong Kong	852	4.00	1.10
Hungary	36	2.55	1.05
Iceland	354	2.55	1.05
India	91	5.30	1.60
Indonesia	62	4.40	1.30
Ireland, Rep.	353	2.30	1.00
Israel	972	4.00	1.10
Italy	39	2.30	1.00
Japan	81	4.00	1.10
Jordan	962	4.00	1.10
Korea	82	4.40	1.30
Kuwait	965	3.65	1.15
Luxembourg	352	2.55	1.05
Mexico	52 or AC	1.50	0.75
Netherlands (Holland)	31	2.30	1.00
New Zealand	64	4.40	1.30
Nicaragua	505	2.85	1.05
Nigeria	234	3.10	1.20
Norway	47	2.30	1.00
Pakistan	92	5.30	1.60
Panama	507	2.85	1.05
Peru	51	3.00	1.00

Philippines	63	4.40	1.30
Poland	48	2.55	1.05
Portugal	351	2.55	1.05
Saudi Arabia	966	3.65	1.15
Scotland (U.K.)	44	1.95	0.95
Singapore	65	4.00	1.10
South Africa	27	2.55	1.05
Spain	34	2.30	1.00
Sweden	46	2.30	1.00
Switzerland/Liechtenstein	41	2.30	1.00
Taiwan (Rep. of China)	886	4.40	1.30
Turkey	90	2.55	1.05
United Arab Emirates	971	3.65	1.15
United Kingdom	44	1.95	0.95
United States			
(Continental)	AC	0.60	0.40
Alaska	AC907	0.80	0.50
Hawaii	AC808	0.80	0.50
Puerto Rico	AC809	1.90	0.90
Venezuela	58	3.00	1.00

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
GOT THE FAX - HAVE SOME QUESTIONS
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Do I need fax?

That depends. If you use MCI Mail only to send messages to other MCI Mail or telex users, you don't need fax. If, however, you need to communicate with a variety of correspondents, then use of fax dispatch will add a new dimension to MCI Mail. You will be able to send your messages, reports, announcements, inquires, etc. to a mix of MCI Mail, Compuserve, Dow Jones, and Missive subscribers, postal addresses world wide, any telex machine, and now, any Group III Fax in the world. In short, your computer has now become a global communications center.

What is the difference between fax and electronic mail?

Fax is a human readable picture. Electronic mail is computer usable information. Computer software such as word processors and electronic filing systems are designed to work with ASCII text information - not graphics (pictures).

The recipient of a fax may only read, and possibly retransmit (via fax only) the message received. The message must be filed manually. As such, it may be hard to locate when needed at a later date. If the faxed information is to be entered into a computer (a purchase order to be entered into an order entry system for example) they must re-key it themselves, a time consuming and error prone procedure.

The recipient of an electronic mail message can, however, read (and print) the message, retransmit it (edited if desired) to others, and can store it electronically for easy access at a later time. Simple custom software can move that same purchase order into the order entry system and followup with confirmations that can be sent as MCI Letters automatically.

Can I receive fax messages via MCI Mail?

No. Remember that a fax is not "information" (ASCII text) that your computer can understand... it is a bit mapped picture, a copy of the original document. Before MCI can offer inbound fax service, someone will have to invent a way for a computer to recognize the difference between the "X" that may be used in the cross-hatched shading of a drawing, and the "X" of a word. Indeed, what would your computer do if someone sent you a fax of a crayon drawing by their child? While optical scanners do exist on the market, they are not 100% accurate. And anything less than 100% is not good enough for a commercial service like MCI Mail.

But I already have a fax machine. Why should I use Fax Dispatch?

Traditional fax is an interesting medium. It is great for receiving information (except the cost of the expensive fax paper when someone sends you "junk mail"). You sit there, and the document eventually appears.

However, sending a fax typically involves a great deal of time and effort (i.e. cost). For example, using a fax machine to send a letter or memo to someone, you must:

1 >Use your word processor to type in the letter
2 >Print out the letter on your letterhead
3 >Go to the fax (people already waiting?) and dial the number
4 >Possibly wait until the destination fax is not busy
5 >Feed in the letter one page at a time
6 >Eventually, pay long distance phone bill
7 >Sending the fax to others? Dial and go to step 4 again

Using Fax Dispatch reduces the effort to:

1 >Use your word processor to type in the letter
2 >Log onto MCI Mail and send it.

Sending the message to more than one fax machine? It can all be done within step 2 by using a list.

Will fax replace Electronic Mail?

No. Electronic mail is a great step towards the sought after "paperless office". Indeed, one MCI Mail user has expressed the opinion that only two types of paper belong in an office today - dollar bills and tissues. While fax is often viewed as a step backwards from this paperless, it does serve an important function - the delivery of graphics and the delivery of messages to people who do not yet have or use computers.

Where is FAX DISPATCH going?

In the near future, you can expect to see the following enhancements to FAX DISPATCH:

- Prompted Addressing
- Letterhead and Signature
- Graphics
- Alternate Addressing
- Departmental Billing

>>>>>>>>>>>>>>>>>>>>
WASHINGTON DC CHANGE
>>>>>>>>>>>>>>>>>>>>

The local access numbers for Washington DC area have changed:

The new numbers in the DC area are:

Washington, DC/Virginia Suburbs (1200 baud - will become 1200/2400 baud soon)	703/769-0700
Washington, DC/Maryland Suburbs (1200 baud)	202/429-2442

>>>>>>>>>>>>>>>>>>>>
AND ON THE SKI SLOPES
>>>>>>>>>>>>>>>>>>>>

Denver Colorado also has an new number: (303)-298-9615

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
THE COMPLETE MCI MAIL HANDBOOK
>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>

Bantam Electronic Publishing has just released THE COMPLETE MCI MAIL HANDBOOK, the first book exclusively devoted to teaching users how to fully utilize the fast-growing MCI Mail communications service. Industry expert Jim Seymour has already pronounced the book "wonderful"; New York Times computer columnist Peter Lewis has called it "the best guide yet to the electronic mail universe."

Written by Stephen Manes, a veteran PC Magazine columnist and award-winning author, THE COMPLETE MCI MAIL HANDBOOK includes up-to-date information on every aspect of MCI's electronic mail system. Officially endorsed by MCI Mail, a special coupon bound into each volume which offers a discount on new MCI mailboxes.

THE COMPLETE MCI MAIL HANDBOOK offers clear step-by-step instructions for every aspect of MCI's electronic mail system, plus some tips not found in the MCI Mail manuals including accessing the service from mainframe computers and foreign telephone and telex systems, and maintaining on-line bulletin boards and data collection forms. Lotus Express and Desktop Express are also covered, including techniques not found in the official manuals. As an added value, a quick reference card covering MCI Mail commands is included.

"MCI Mail has been making my life easier since the first day I used it," Manes explained. "Unfortunately, many of its most useful and powerful features have been hidden until now. In this book, I uncover the power that's been buried in the documentation -- or never documented at all."

Even experienced MCI Mail users (this editor included) find the book rewarding and helpful. The book "explains better than anything else I've read the ways in which MCI Mail can help simplify your communications and gives clear, concise and easy -to- understand directions every step of the way." according to William G. McGowan, Chairman, MCI Communications Corporation.

The book is available from your local book store for $22.95. As a special offer to MCI Mail subscribers you can order it directly on-line at $25% off ($17.00) as follows:

Log on to MCI Mail
Note... if you use Lotus Express, press {ALT}{SHIFT}T to log on
if you use Desktop Express, choose "interactive mode"
At the Command: prompt, type
Create Using
When the system responds with "Enter SCRIPT name" type
ORDER BOOK

Follow all enclosed instructions.

>>>>>>>>>>>>
AW SHUCKS...
>>>>>>>>>>>>

According to Computer Reseller News 8/15/88, a Microsoft employee was asked what life was like before [she started using] MCI Mail. "It was not worth living," she replied.

>>>>>>>>>>>>>>
Till Next Time
>>>>>>>>>>>>>>

Gary.......
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